

**Measurement/Interval**

- a. Initial request - trunk group to be established 30 BDAs
- b. Subsequent request - trunk group in place
  - 1 - 100 lines 5 BDAs
  - 100+ lines ICB

**3.4.3. Establishment of Route Indexing**

- a. Initial request - new trunks 21 BDAs
- b. Subsequent request - augmented trunks 10 BDAs

**3.5. INP Service Failure Rate**

- a. Service failure occurs when there is a service disruption of any duration. Measurements shall be based on percent of trouble reports relative to the total base. BellSouth shall begin measuring the INP Service Failure Rate in August 1997. Service Failure Rate - TBD after three (3) months of data is available.

**3.6. INP Service Restoration**

- a. BellSouth technicians shall provide repair service that is at least equal in quality to that provided to BellSouth customers. Time to Restore - TBD after (3) months of data is available.
- b. Trouble calls for Time Warner customers shall receive response time priority that is at least equal to that of BellSouth customers and shall be handled on a "first come, first service" basis regardless of whether the customer is a Time Warner or a BellSouth customer.

**C. Directory Assistance ("DA")**

- 3.7. BellSouth shall update the database to incorporate Time Warner's customer information after the completion of the service order. Updates shall be measured for timeliness and accuracy. 24 Hours

**Measurement/Interval**

**D. Line Identification Database ("LIDB")**

- |      |   |          |
|------|---|----------|
| 3.8. | BellSouth shall update the LIDB to incorporate Time Warner's customer information after the completion of the service order. Updates shall be measured for timeliness and accuracy. | 24 Hours |
|------|---|----------|

**E. Customer Service Records**

- |       |   |   |
|-------|---|---|
| 3.9.  | BellSouth shall respond to Time Warner's manual request for information regarding a customer's service records. | 1-25 requests - 2 BDAs<br><br>more than 25 requests -<br>mailed within 2 BDAs |
| 3.10. | Information will be available to be accessed electronically. System downtime shall be measured.                 | Downtime - TBD<br>after three (3)<br>months of data is<br>available.          |

**IV. INDUSTRY STANDARDS**

The Parties acknowledge that the following standards are established industry standards. BellSouth adopts the following standards as performance standards pursuant to the terms of this Amendment.

**Service Provisioning and Maintenance**

**Standard/Interval**

- |                              |  |                |
|------------------------------|--|----------------|
| 4.1.                         | Downtime - is the period of time that a system is in a failed state. |                |
| 4.1.1. Average downtime for: |  |                |
|                              | - all subscriber Loop Combinations                                   | < 49 mins./yr. |
|                              | - end office switch  | < 3 mins./yr.  |
|                              | - individual trunks  | < 28 mins./yr. |
|                              | - digital trunk groups   | < 20 mins./yr. |
|                              | - Remote Terminal (RT)   | < 17 mins./yr. |
|                              | - individual line on a RT  | < 13 mins./yr. |

	<u>Standard/Interval</u>
4.1.2. Maximum downtime:	
- for 99% of all subscriber Loop Combinations	<74 mins./yr.
4.1.3. Mean time to repair (MTTR) of:	
- any equipment at an attended site	< 3 hours
- any equipment at an unattended site	< 4 hours
- completion of 95% of all repairs to the network interface device (NID)	24 Hours
4.1.4. Other:	
- downtime due to power failures at the switch	0 hours - no downtime
- probability of a stable call being cut off	20 cutoffs per one million 1 min. calls
- rate of ineffective machine attempts at the end office	< 0.0005 (5 failures per 10,000 call attempts)

## **V. ADDITIONAL PROVISIONS**

The Parties acknowledge that paragraph 3.4.1 is inconsistent with paragraph 6.17 of the Agreement and agree, to the extent of such inconsistency, that the provisions of this Amendment shall govern. The Parties agree to further amend the Agreement by adding subparagraph k to paragraph 6.14 as follows:

INP Cutover Duration - For a coordinated cutover (where the loop is being purchased by Time Warner as an unbundled network element at the time of INP implementation), BellSouth shall update switch translations, as necessary, as close to the requested time as possible, using best efforts not to exceed 30 minutes after the physical cutover is completed. For a non-coordinated cutover (where the loop is supplied by Time Warner), using best efforts not to exceed

30 minutes after the physical cutover is completed. BellSouth shall schedule a mechanized update of the switch translations at the Time Warner requested cutover time (frame due time). In the event that Time Warner shall notify the BellSouth Local Carrier Service Center a minimum of three (3) hours prior to the frame due time to arrange for a new frame due time. BellSouth shall update switch translations, as necessary, as close to the requested time as possible, using best efforts not to exceed 30 minutes after the physical cutover is completed.

## **VI. MISCELLANEOUS PROVISIONS**

6.1. This Amendment is executed and shall become effective in accordance with Article XXV, Paragraph 25.02 of the Agreement.

6.2. The captions contained in this Amendment have been inserted for convenience of reference only and shall not restrict or otherwise modify any of the terms or provisions hereof.

6.3. This Amendment may be executed in any number of counterparts, each of which when executed and delivered shall be deemed an original and all such counterparts shall constitute one and the same instrument. Signatures transmitted by the Parties by facsimile shall have the same effect as original signatures as of the date transmitted by the executing party.

6.4. The Parties shall file this Amendment with the appropriate agencies within the territory as soon as practicable following its execution in accordance with the Act and unless rejected by any regulatory agency, it shall become effective pursuant to its terms with respect to any State in the Territory when approved by the appropriate regulatory agency or when deemed approved under the Act.

6.5. Except to the extent modified or amended herein, the Agreement shall remain in full force and effect in accordance with its terms.

VI.

IN WITNESS WHEREOF, the Parties have executed this Amendment to be effective as of the date and year first above written.

BELLSOUTH TELECOMMUNICATIONS, INC.

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

TIME WARNER Axs OF FLORIDA, L.P. D/B/A TIME  
WARNER COMMUNICATIONS OF FLORIDA

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

TIME WARNER COMMUNICATIONS OF NORTH CAROLINA, L.P.

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

TIME WARNER COMMUNICATIONS OF THE MID-SOUTH, L.P.

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

DIGITAL MEDIA PARTNERS

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

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VI.

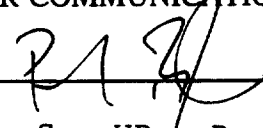
IN WITNESS WHEREOF, the Parties have executed this Amendment to be effective as of the date and year first above written.

BELLSOUTH TELECOMMUNICATIONS, INC.

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

TIME WARNER Axs OF FLORIDA, L.P. D/B/A TIME  
WARNER COMMUNICATIONS OF FLORIDA

BY:  \_\_\_\_\_

TITLE: Sr. VP - Regulatory

Paul B. Jones

TIME WARNER COMMUNICATIONS OF NORTH CAROLINA, L.P.

BY:  \_\_\_\_\_

TITLE: Sr. VP - Regulatory

Paul B. Jones

TIME WARNER COMMUNICATIONS OF THE MID-SOUTH, L.P.

BY:  \_\_\_\_\_

TITLE: Sr. VP - Regulatory

Paul B. Jones

DIGITAL MEDIA PARTNERS

BY:  \_\_\_\_\_

TITLE: VP, Assoc. General Counsel

Marc Apfelbaum


c:timewarn:pleading:master.agr

Digital Media Partners, a general partnership

By: Paragon Communications, a general partnership  
Managing General Partner

By: American Television and Communication Corporation,  
Managing General Partner

By:

  
\_\_\_\_\_  
Name, Title

Marc Apfelbaum  
VP, Assoc. General Counsel

**EXHIBIT A**

**TIME WARNER COMMUNICATIONS ENTITIES COVERED BY AGREEMENT**

**Digital Media Partners**

**Time Warner AxS of Florida, L.P. d/b/a Time Warner Communications of Florida**

**Time Warner Communications of North Carolina, L.P.**

**\*Time Warner Communications of the Mid-South, L.P. (formerly known as Time Warner AxS of Tennessee, L.P.)**

**\*Name change approved by Tennessee Regulatory Authority**



## Recommended UNE Provisioning Targets

	Quantity	Targeted Installation Interval (in business days)
<b>UNBUNDLED LOOPS</b>		
2 Wire analog voice grade loop	1 - 5	5
	6 - 14	7
	15 +	ICB
4 Wire analog voice grade loop	1 - 5	5
	6 - 14	7
	15 +	ICB
4 Wire DS1 & PRI digital loop	1 - 5	5
	6 - 14	7
	15 +	ICB
2 Wire ISDN digital loop	1 - 5	4
	6 - 14	5
	15 +	ICB
ADSL - 2 Wire asymmetrical digital subscriber line loop	1 - 14	30
	15 +	ICB
HDSL - 2 wire & 4 wire high bit rate digital subscriber line loop	1 - 14	30
	15 +	ICB
<b>LOOP CONCENTRATION (Inside Plant)</b>		
Loop channelization system	1	90
Central Office Channel Interfaces 2Wire voice	1	30
Central Office Channel Interfaces 4 Wire voice	1	30
<b>SUB LOOPS (Outside Plant)</b>		
Loop Feeder	1	30
Loop Concentration (dependent on equipment and right of way)	1	30-90
<b>NETWORK INTERFACE DEVICE (NID)</b>		
NID TO NID Cross Connect 2 wire	1 - 14	5
	15 +	ICB
NID To NID Cross Connect 4 wire	1 - 14	5
	15 +	ICB
NID Spare Capacity	1 - 14	5
	15 +	ICB
<b>OPEN AIN (OAIN)</b>		
OAIN tool kit	1	45
OAIN service management system	1	45
<b>CCS7 SIGNALING TRANSPORT SERVICE</b>		
A-Link Signaling	1	60
D-Link Signaling	1	60
STP - Signaling Transfer Point	1	60

## Recommended UNE Provisioning Targets

	Quantity	Targeted Installation Interval (in business days)
<b>UNBUNDLED INTEROFFICE TRANSPORT</b>		
Interoffice Transport Analog line grade	1	30
Interoffice Transport DSO	1	30
Interoffice Transport DS1	1	30
Interoffice Transport DS3	1	30
<b>O/S AND DA UNES</b>		
Operator Call Processing - OPCH, FACH, BLV, EI, ECT	1	30
Operator Call Processing - Facility Based OPCH, FACH, ECT	1	30
Operator Call Processing - Facility Based BLV, EI	1	30
Directory Assistance Access Service (DAAS)	1	30
Directory Assistance Call Completion (DACC)	1	30
Directory Assistance Number Services Intercept (DANSI)	1	30
Directory Assistance Transport	1	30
Directory Assistance Database Service (DADS)	1	30
Direct Access to DA service (DADAS)	1	30
<b>DIGITAL CROSS CONNECT</b>		
DCS 1/0	1	7
DCS 3/1	1	7
DCS 3/0	1	7
<b>CUSTOMIZED CALL ROUTING (Selective Routing - LCC)</b>		
1 - 5 LCC	1 - 5	30
6 - 25 LCC	6 - 25	60
> 25 LCC	25 +	ICB
<b>UNBUNDLED LOCAL SWITCHING</b>		
2 Wire analog line port	1 - 10	3
	11 - 25	4
	25 +	ICB
Hunting	1	5
2 Wire analog DID trunk port	1 - 10	5
	11 - 25	6
	25 +	ICB
2 Wire ISDN digital line side port	1 - 10	5
	11 - 25	6
	25 +	ICB
4 Wire ISDN DSI digital trunk port	1 - 10	5
	11 - 25	6
	25 +	ICB
Switching functionality	1	5
Unbundled Local Usage (entire local calling area)	1	5

## Recommended UNE Provisioning Targets

	Quantity	Targeted Installation Interval (in business days)
<b>UNBUNDLED ACCESS TO OSS</b>		
Preorder	1	30
Order/Provisioning	1	30
Maintenance/repair	1	30
<b>ACCESS TO DATABASES</b>		
800 Database	1	7
Line Information Database (LIDB)	1	30
<b>NUMBER PORTABILITY</b>		
RCF - Remote Call Forwarding	1 - 25	2
	26 - 50	3
	51 +	ICB
DID - Direct Inward Dial		
Initial request - trunk group to be established	Initial	30
Subsequent request - trunk group in place	1 -100	5
	100+	ICB

- NOTES:
1. The assigned provisioning date assumes the availability of facilities and equipment.
  2. ICB means Individual Case Basis. Contact your Account Manager to determine the appropriate interval.

## Recommended Retail/Resale Provisioning Targets

PRODUCT	Quantity	Resale Switch As Is (in business days)	Service Inquiry (in business days)	Installation Target Interval (in business days) for Retail/Resale New or Existing Account and Resale Switch With Changes	Service Inq. plus Installation Interval
Area Plus	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Call Waiting	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Call Waiting Deluxe	per account	<3pm=0;>3pm=1	NA	2	NA
Caller ID	per account	<3pm=0;>3pm=1	NA	2	NA
Custom Calling - Speed Calling; 3-Way Calling; Call Forwarding Variable; Remote Access to CF	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Enhanced Caller ID	per account	<3pm=0;>3pm=1	NA	2	NA
Georgia Community Calling	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Hunting	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Independent Payphone Provider (per location)	1-25 lines	3	NA	3	NA
	26+	3	NA	ICB	
Integrated Package - Area Plus, Area Plus w/Complete Choice & Complete Choice	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Local Exchange Line (Flat/Message/Measured) - Residence	1 line	<3pm=0;>3pm=1	NA	No dispatch = 0; Dispatch = 1	NA
	2 lines	<3pm=0;>3pm=1		2	
	3-5 lines	1		3	
	6-14 lines	2		4	
	15+	4		ICB	
Local Exchange Line (Flat/Message/Measured) - Business	1 line	<3pm=0;>3pm=1	NA	No dispatch = 0; Dispatch = 1	NA
	2 lines	<3pm=0;>3pm=1		2	
	3-5 lines	1		3	
	6-14 lines	2		4	
	15+	4		ICB	
MemoryCall	per account	<3pm=0;>3pm=1	NA	2	NA
Message Telephone Service (MTS)	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Optional Calling Plan	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
PBX Trunks (Flat/Message/Measured)	1-5	3	NA	5	NA
	6-10	4		7	
	11+	5		ICB	
Remote Call Forwarding (RCF)	per account	<3pm=0;>3pm=1	NA	1	NA
RingMaster Services	per account	<3pm=0;>3pm=1	NA	1	NA
TouchStar - Call Tracing; Call Block; Repeat Dialing; Call Selector; Call Return; Preferred Call Forwarding	per account	<3pm=0;>3pm=1	NA	1	NA

# Recommended Retail/Resale Provisioning Targets

PRODUCT	Quantity	Resale Switch As Is (in business days)	Service Inquiry (in business days)	Installation Target Interval (in business days) for Retail/Resale New or Existing Account and Resale Switch With Changes	Service Inq. plus Installation Interval
Touchtone	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Visual Director	per account	<3pm=0;>3pm=1	NA	2	NA
AccuPulse	1-4 circuits	3	5	7	12
	5 or more	3+1/add'l ckt	5	7 + 1 per add'l circuit	12+1/add'l ckt
Centrex/ESSX (Additions only)	1 - 10 lines	NA	NA	7	NA
	11 - 25 lines	NA	NA	12	NA
	Over 25 lines	NA	5	ICB	ICB
DID	1 - 8 trunks	4	5	7	12
	9 - 16 trunks	5	5	10	15
	17 - 24	6	5	13	18
	25 +	6+1/add'l trk	5	13 + 1 per add'l trunk	18+1/add'l trk
E911/SALI (Approximately 12-18 months.)	NA	NA	10	ICB	ICB
FlexServ - Digital	1 - 8 circuits	4	5	15	20
	9 +	4+1/ add'l ckt	5	15 + 2 per add'l 4 circuits	20+1/add'l 4 ckt
FlexServ - Analog	1 - 8 circuits	4	5	7	12
	9 - 16 circuits	5	5	10	15
	17 - 24 circuits	6	5	13	18
	25 +	6+1/add'l 4 ckt	7	13 + 1 per add'l 4 circuits	20+1/add'l 4 ckt
FlexServ - 1 544	1 - 4 circuits	4	7	7	14
	5 +	4+1 per add'l ckt	7	7 + 1 per add'l circuit	14+1/add'l ckt
Frame Relay & CDS	1 - 8 circuits	3	2	10	12
	9 +	4	5	10	15
ISDN - Basic	1 - 4 circuits	3	3	10	13
	5 +	3+1 per add'l ckt	3	10 + 1 per add'l circuit	13+1/add'l ckt
ISDN - Primary Rate	1 - 4 circuits	5	5	15	20
	5 +	5+1 per add'l ckt	5	15 + 1 per add'l circuit	20+1/add'l ckt
Lightgate - New - Additions	per account	ICB	5	ICB	ICB
	1 - 4 MegaLink	3	5	7	12
	5 + MegaLink	3+1/add'l 4 ckt	5	7 + 1 per add'l 4 MegaLinks	12+1/add'l 4 ckt
MegaLink - Non-Channelized	1 - 4 circuits	3	NA	7	NA
	5 +	3+1 per add'l ckt	5	7 + 1 per add'l circuit	12+1/add'l ckt
MegaLink - Channel Service	1 - 4 circuits	5	5	7	12
	5 +	5+1/add'l 4 ckt	5	7 + 1 per add'l 4 circuits	12+1/add'l 4 ckt
MegaLink Plus	1 - 4 circuits	3	5	7	12
	5 +	3+1 per add'l ckt	5	7 + 1 per add'l 4 circuits	12+1/add'l 4 ckt
MegaLink ISDN	1 - 4 circuits	5	5	15	20
	5 +	5+1 per add'l ckt	5	15 + 1 per add'l circuit	20+1/add'l ckt

## Recommended Retail/Resale Provisioning Targets

PRODUCT	Quantity	Resale Switch As Is (In business days)	Service Inquiry (in business days)	Installation Target Interval (in business days) for Retail/Resale New or Existing Account and Resale Switch With Changes	Service Inq. plus Installation Interval
MultiServ/MultiServ PLUS - New - Additional Lines	per account	ICB	5	ICB	ICB
	1 - 10 lines	ICB	NA	3	NA
	11 - 25 lines	ICB	NA	6	NA
	25 +	ICB	5	ICB	ICB
NMLI	1 - 8 circuits	3	7	10	17
	9 +	5	7	10 + 1 per add'l 4 circuits	17+1/add'l 4 ckt
Off Premise Stations (OPS)	1 - 8 circuits	3	NA	7	NA
	9 - 16 circuits	4	NA	10	NA
	17 - 25 circuits	5	NA	13	NA
	25+	5+1/add'l 10 ckt	NA	13 + 1 per add'l 4 circuits	NA
SMARTPath DS-1	per account	5	7	ICB	ICB
SMARTRing	per account	5	7	ICB	ICB
SynchroNet - Point-To-Point	1 - 8 circuits	3	NA	15	NA
	9 +	3+1/add'l 4 ckt	5	15 + 2 per add'l 4 circuits	20+2/add'l 4 ckt
SynchroNet - MultiPoint (1 circuit)	3 - 5 points	3	NA	14	NA
	6 - 8 points	4	NA	16	NA
	9 +	5	5	16 + 2 per add'l 3 points	21+2/add'l 3 pt
NOTES: 1 The assigned provisioning date assumes the availability of facilities and equipment 2. ICB means Individual Case Basis. Contact your Account Manager to determine the appropriate interval.					

**EXHIBIT NO. 3**

# **December 1997 Time Warner Performance Measurements**



**Time Warner – Resale**

Reseller : R7178 TIME WARNER COMM

For Time Period: 12/01/1997 - 12/31/1997

Residence Resale Services

Not Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Troubles within 30 days										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Appointments Met										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Appointments Met	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Hours										
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear	0	0	0	0	0	0	0	0	0	0
Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports										
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate	0	0	0	0	0	0	0	0	0	0
Out of Service < 24 Hours										
Out of Service	0	0	0	0	0	0	0	0	0	0
% Out of Service < 24 Hours	0	0	0	0	0	0	0	0	0	0

NA = Not Applicable

(NA indicates measurements that do not apply to the particular measure

Blank cells occur as a result of either No activity

or when a divide by zero error would result.

Reseller : R7178 TIME WARNER COMM

For Time Period: 12/01/1997 - 12/31/1997

Residence Resale Services

Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Troubles within 30 days										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Appointments Met										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Appointments Met	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Hours										
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear	0	0	0	0	0	0	0	0	0	0
Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports										
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate	0	0	0	0	0	0	0	0	0	0
Out of Service < 24 Hours										
Out of Service	0	0	0	0	0	0	0	0	0	0
% Out of Service < 24 Hours	0	0	0	0	0	0	0	0	0	0

NA = Not Applicable

(NA indicates measurements that do not apply to the particular measure

Blank cells occur as a result of either No activity

or when a divide by zero error would result

Reseller : R7178 TIME WARNER COMM

For Time Period: 12/01/1997 - 12/31/1997

Residence Resale Services

Residence Totals

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Appointments Met	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Appointments Met	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Hours	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear	0	0	0	0	0	0	0	0	0	0
Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate	0	0	0	0	0	0	0	0	0	0
Out of Service < 24 Hours	0	0	0	0	0	0	0	0	0	0
Out of Service	0	0	0	0	0	0	0	0	0	0
% Out of Service < 24 Hours	0	0	0	0	0	0	0	0	0	0

NA = Not Applicable

(NA indicates measurements that do not apply to the particular measure

Blank cells occur as a result of either No activity

or when a divide by zero error would result.

Reseller : R7178 TIME WARNER COMM  
 For Time Period: 12/01/1997 - 12/31/1997  
 Business Resale Services  
 Not Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Troubles within 30 days										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Appointments Met										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Appointments Met	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Hours										
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear	0	0	0	0	0	0	0	0	0	0
Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports										
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate	0	0	0	0	0	0	1	0	0	1
							0			0
Out of Service < 24 Hours										
Out of Service	0	0	0	0	0	0	0	0	0	0
% Out of Service < 24 Hours	0	0	0	0	0	0	0	0	0	0

NA = Not Applicable

(NA indicates measurements that do not apply to the particular measure)

Blank cells occur as a result of either No activity

or when a divide by zero error would result

Reseller R7178 TIME WARNER COMM  
 For Time Period 12/01/1997 - 12/31/1997  
 Business Resale Services  
 Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Troubles within 30 days										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Appointments Met										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Appointments Met	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Hours										
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear	0	0	0	0	0	0	0	0	0	0
Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports										
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate	0	0	0	0	0	0	1	0	0	1
							0			0
Out of Service < 24 Hours										
Out of Service	0	0	0	0	0	0	0	0	0	0
% Out of Service < 24 Hours	0	0	0	0	0	0	0	0	0	0

NA = Not Applicable

(NA indicates measurements that do not apply to the particular measure

Blank cells occur as a result of either No activity

or when a divide by zero error would result

Reseller : R7178 TIME WARNER COMM  
 For Time Period: 12/01/1997 - 12/31/1997  
 Business Resale Services  
 Business Totals

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Troubles within 30 days										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Appointments Met										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Appointments Met	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Hours										
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear	0	0	0	0	0	0	0	0	0	0
Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports										
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate	0	0	0	0	0	0	1	0	0	1
							0			0
Out of Service < 24 Hours										
Out of Service	0	0	0	0	0	0	0	0	0	0
% Out of Service < 24 Hours	0	0	0	0	0	0	0	0	0	0

NA = Not Applicable

(NA indicates measurements that do not apply to the particular measure

Blank cells occur as a result of either No activity

or when a divide by zero error would result

Reseller : R7178 TIME WARNER COMM  
 For Time Period: 12/01/1997 - 12/31/1997  
 Total Resale Services  
 Not Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Troubles within 30 days										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Appointments Met										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Appointments Met	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Hours										
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear	0	0	0	0	0	0	0	0	0	0
Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports										
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate	0	0	0	0	0	0	1	0	0	1
							0			0
Out of Service < 24 Hours										
Out of Service	0	0	0	0	0	0	0	0	0	0
% Out of Service < 24 Hours	0	0	0	0	0	0	0	0	0	0

NA = Not Applicable

(NA indicates measurements that do not apply to the particular measure)

Blank cells occur as a result of either No activity  
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Reseller : R7178 TIME WARNER COMM

For Time Period: 12/01/1997 - 12/31/1997

Total Resale Services

Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Troubles within 30 days										
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Appointments Met										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Appointments Met	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Hours										
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear	0	0	0	0	0	0	0	0	0	0
Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports										
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate	0	0	0	0	0	0	1	0	0	1
							0			0
Out of Service < 24 Hours										
Out of Service	0	0	0	0	0	0	0	0	0	0
% Out of Service < 24 Hours	0	0	0	0	0	0	0	0	0	0

NA = Not Applicable

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